Service Level Agreement (SLA)

Introduction

This document outlines the levels of service to be provided by Synergy Software Technologies Inc. with regard to the subscribed use of the AgingNetwork.com service. AgingNetwork.com is an Application Service Provider (ASP) offering that is designed to provide Internet-based access to Synergy Software Technologies application software. The architecture and tailoring of the software in this model is intended for use by members of the National Aging Network of State Units on Aging, Area Agencies on Aging, and Service Providers. In addition to application software access, Synergy will provide for the housing of databases used by the customer via Synergy application software.

Service Overview

AgingNetwork.com is an application server environment offering access to Synergy applications via the Internet. In addition to application access, subscribers to the service are provided with data center support services designed to completely off-load the subscriber organization from typical hardware and software maintenance requirements for in-house deployment of Synergy Software Technologies Inc. applications. Access to the subscribed applications is provided via a Web portal, and the only software requirement for the subscriber is a Microsoft Windows based Web browser, coupled with the use of the CITRIX Metaframe client, a small browser add-on allowing integration with the CITRIX server technology used by AgingNetwork.com.

Service Details

Hardware Environment

The AgingNetwork.com hardware environment consists of three distinct components integrated in a state of the art server farm. The first of these components is the Secure Gateway. The Secure Gateway consists of a firewall device connected to a series of servers providing secure ticketed access to the applications on the main server bank. This component ensures complete and comprehensive security for the server environment and is designed to prevent unauthorized access to the system as well as ward off attacks by hackers. The second component is the CITRIX server farm, which provides a load-balanced environment for execution of Synergy applications in the CITRIX Metaframe system. These servers are where the actual applications will run in discrete, compartmental workspaces for AgingNetwork.com subscribers. The third and final component of the system is the database server cluster which consists of a series of servers running Microsoft SQL Server to access application data. The SQL server hardware environment is run redundantly to ensure quick recovery in the event of server failure.

The system also includes a DLT tape drive system for periodic backup of the system environment and databases. CPU and backup hardware within the environment consists of rack-mounted Dell hardware with ample processing and memory resources for meeting the concurrent user requirements of subscriber contracts. The server farm is designed to be easily scaled as processor, memory and storage requirements increase.

Software Environment

AgingNetwork.com uses Citrix Metaframe technology for the delivery of Synergy application function via a thin client interface over the Internet. CITRIX is a proven technology for application serving, and offers tremendous benefit over native web application offerings. The combination of CITRIX and Synergy applications provides the subscriber with a tremendously rich interface that would not be possible with native HTML, ASP or Java deployments. In essence, the objective is to provide richness in function over a browser-based interface that is equivalent to desktop operation of the application with no sacrifice in performance. The primary software components used in AgingNetwork.com are as follows:

Firewall Software - A firewall is employed to ensure that only authorized access to the system is available. The firewall runs the most recent version of the firewall vendor software.

CITRIX – The main application server processing is controlled by CITRIX Metaframe, with various CITRIX components providing access security, application serving and application load balancing.

Microsoft Windows – The Microsoft Windows 2000 operating system is served to the subscriber as the desktop operating platform.

Microsoft SQL Server – Microsoft SQL Server 2000 is used as the Database Management System for controlling SAMS2000 databases.

Norton Antivirus – The Norton Antivirus Corporate Edition is used to provide virus scanning for all systems in the AgingNetwork.com server farm.

Veritas Backup Exec – Veritas Backup software is used to schedule and automate tape backup of the AgingNetwork.com application environment and subscriber databases.

Synergy Application Software - Synergy Software Technologies Inc. application software will be provided to the subscriber per licensing agreements defined as a part of the subscriber enrollment. Any component of the Synergy suite of products may be provided as a part of the subscriber desktop.

Physical Environment

AgingNetwork.com will reside in a rack-mounted server farm placed in a secure facility operated by Globalnet Internet services, physically adjacent to Synergy Software Technologies Inc. offices. The Globalnet data center may only be accessed by authorized support personnel, and consists of an alarm system-equipped room with motion sensor triggers. The AgingNetWork.com server farm is attached to a fiber optic trunk, offering redundant connection to the Internet backbone. Power to the system includes automated battery-backup, as well as an independent power generator for use in the event of an extended power outage.

Service Deployment

The deployment period will consist of service preparation and testing to be performed between the subscriber organization and Synergy. Deployment of the service to the subscriber will be done according to the pre-determined deployment plan developed jointly between the subscriber and Synergy. This plan will outline the following details that will drive the implementation tasks during the deployment period:

A. Identification of all individuals to be given access to the system, not necessarily concurrently. This list must include each individual that will require access to the system. For security reasons, each of these entities must be an actual person, and not a proposed "shared account". Synergy will provide the subscriber with a spreadsheet that will make it easy to provide the necessary user information.

B. Identification of the maximum number of required concurrent users. This number will specify the total number of users under the subscribing organization that may access the system at the same time (i.e. "concurrent user count"). The concurrent user count will be the basis for acquisition (if necessary) of the hardware and software required to meet any capacity requirements of the AgingNetwork.com data center. It will also be the basis for guaranteed capacity delivery between Synergy and the subscriber.

C. Identification of the Synergy applications to be installed in the workspace for the subscriber. Licensure for Synergy applications will be handled either as an integral part of the overall contract with the subscriber, or under separate contract. The latter is more the case when a subscriber is converting from an in-house installation to deployment on AgingNetwork.com.

D. Identification of the specific databases to be deployed. This may involve data conversion or consolidation of existing databases. If such work is necessary, Synergy will size the effort required, and will require approval of the work prior to the start of deployment.

E. Identification of an individual authorized to review and approve the deployment implementation (subscriber agent). The subscriber should identify an individual or group that will review and test the installation to ensure that it meets expectations of the deployment prior to receipt of final approval. The start of the subscription period will begin on the day the implementation receives approval from the subscriber agent.

F. Any special requirements of the subscriber that must be taken into account during the implementation period.

G. A time line for the deployment that takes into account resource requirements and requisite scheduling for the subscriber organization and Synergy.

Following deployment execution, determined by approval by the subscriber agent, Service Availability will begin.

Service Availability

Following deployment, the Service Availability period will begin. This period will begin with the approval of the deployment by the subscriber agent, and will continue perpetually as long as the subscriber maintains service fee payments according to the contract agreement. During Service Availability, Synergy will provide the subscriber with the following services:

A. Access AgingNetwork.com and associated licensed applications via the Internet 24 hours a day, 7 days a week, with the exception of schedule down time for system maintenance.

B. Guaranteed 95% availability of the server applications outside of scheduled down times.

C. Maintenance of subscribed applications.

D. Maintenance of all system hardware and server software.

E. System performance monitoring and adjustments as necessary to support the number of required concurrent users.

F. Security and Virus scanning of all system hard drives.

G. Periodic backup of all server software components and subscriber databases. (See the section on Data Backup for details on backups performed.)

H. Access to a toll-free technical support number for technical support. Technical support response time will be within 2 hours of the original call during extended normal business hours (8am – 6pm Eastern Time). Note that "technical support" is defined as addressing system defects or issues, and does not include individualized assistance on how to use applications.

Scheduled Down Time

Periodically Synergy will schedule times when the system will be unavailable due to extended maintenance. If at all possible, these periods will be scheduled outside of normal business hours, and the subscriber will receive 24 hours notice of the down time. Depending upon the immediacy of the maintenance required, the down time may be rescheduled at the request of a subscriber. It is anticipated that there will be a weekly scheduled down time for system maintenance on Tuesday mornings from 6:00 AM to 9:00 AM Eastern.

Unscheduled Down Time and Recovery

In the event of unscheduled down time (i.e. an unplanned outage), Synergy will make every effort to diagnose the problem and restore operation as soon as possible. Because the system contains a number of redundancies, down time for such events should be absolutely minimal. The following outlines our commitment regarding recovery from unplanned outages. The times given are from the point of knowledge by Synergy personnel of the failure:

A. Hard disk failures should be absolutely minimal, due to RAID system usage, and redundant hard drives. In the event of a hard drive failure that cannot be automatically restored, we will commit to a maximum outage time of 6 hours to restore data and/or systems from backup tapes.

B. The data system contains redundant servers for the most critical components. In the event of catastrophic failure of a server requiring complete replacement, we will restore service within a 24 hour time period.

C. A catastrophic system failure, requiring the entire data center to be re-built will be recovered over a period of 5 business days.

Please refer to "Backup Schedule" below. In the event of implementing disaster recovery steps, subscribers' data will be restored from the backup data protected according to the guidelines in that section. Note that these events represent extreme circumstances that should seldom occur, if ever. Also, all servers in the farm are backed up by immediately available redundant hardware, greatly reducing the chances of an extended outage.

Internet Connection Dependence

It should be noted that the performance and availability of this service is directly dependent upon the quality of the client's internet connection. Synergy will aid the client in determining the quality of their Internet connection via the use of tools designed to measure throughput. This information may then be used to make an informed decision regarding Internet Service Provider selection. Failure of the client's Internet connection to maintain satisfactory throughout and latency is outside the scope of this SLA, and should be addressed with the directly with the ISP. Synergy cannot be held responsible for Internet infrastructure failures, and as such this SLA applies to those components within the AgingNetwork.com server farm.

Backup Schedule

AgingNetwork.com uses Veritas Backup Exec software to backup all data routinely. All data is backed up onto tape nightly, beginning at 2am. AgingNetwork.com follows a Grandfather, Father, Son (GFS) backup strategy. We use three (3) different sets of tapes to ensure data integrity. One (1) set is used for daily back ups (Mon-Thur), another set is used for our weekly back ups, run each Friday and the final set used on the last day of the month for the monthly. Each tape set is then taken offsite in accordance with disaster recovery guidelines.

AgingNetwork.com also provides an additional layer of protection by backing up all updates to the SAMS 2000 database every 15 minutes to second backup database server. This ensures that incase of emergency only a limited about of information could potentially be lost during the business day. All servers including the redundant applications backup server are included in the nightly backups.

On the daily backups (Mon-Thurs), a differential (a backup in which all files that have been modified since the last full backup are copied to the backup device) backup is run ensuring all files are saved and can be restored. The weekly (Friday) backups are full (a backup that takes a complete image of the entire file systems and copied to the backup device) backups. Below please find a schedule of our backup procedure.

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Daily (D)	Daily (D)	Daily (D)	Daily (D)	Weekly (F)
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A redundant monthly backup is also performed.

(D) = Differential Backup (F) = Full Backup

These backups include all SAMS 2000 and other pertinent application databases, with all transactions backups beginning at 10 pm nightly and database backups beginning at 12 am nightly with all the data processed then backed up to tape at 2 am nightly. Tapes are switched out the following business day and taken offsite until needed.

SLA Remedies

If Synergy is unable to meet the requirements of this SLA due to circumstances within Synergy's control and area of responsibility, then the monthly service fee would be refundable on a pro-rata basis.

Aging Network.com

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SLA Remedies

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